

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

OFFICE CLERK
30020

POSITION CODE:

Effective: 06/01/2015

DISTINGUISHING FEATURES OF WORK:

Under direct supervision, performs clerical filing, document processing and general office support functions; work performed at this level is limited in variety, discretion and independence of action and is controlled by established work methods and procedures; operates common office equipment in fulfilling clerical tasks.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Receives, retrieves, sorts or collates documents, papers and forms in accordance with established methods and procedures for further action or final processing or filing; screens forms for presence of required information and completes and/or codes forms in accordance with established, well defined guidelines; may obtain information for form completion when sources are extremely limited or well defined; utilizes manual or automated files to retrieve, file, complete and/or review documents; records and/or maintains routine logs or reports of information pertaining to filing, data entry and retrieval or record processing activities; copies records in response to routine requests and mails to appropriate destination. Sets up and operates office equipment in performance of duties.
2. Receives, sorts and/or processes inter-departmental mail, U.S. postal mail, papers, tapes or other documents; weighs, stamps and/or distributes to appropriate destination; prepares routine records or maintains receipts of postage costs or amount of documents mailed; operates packaging, bursting and decollating equipment; may transport mail or other documents by automobile.
3. Keyboards lists, labels, cards, form letter blank completions and envelopes; exercises limited responsibility for spelling, grammar and punctuation.
4. Follows oral or written instructions, gaining experience and knowledge in and applying evolving automated office equipment and technology to tasks performed.

OFFICE CLERK (Continued)

5. Serves as a relief receptionist, greeting and directing persons, answering phones and taking messages, and providing nontechnical information from clearly defined sources.
6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of high school.

Knowledge, Skills and Abilities

Requires elementary knowledge of office practices and procedures.

Requires elementary knowledge of grammar, spelling and punctuation.

Requires working knowledge of alpha-numeric sequencing.

Requires working knowledge of basic mathematics.

Requires ability to follow oral or written instructions.

Requires ability to operate commonly used manual and automated office equipment and perform routine maintenance.

May require possession of an appropriate valid driver's license.

May require the skill to keyboard accurately.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.